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Award

Integrated Community Equipment Service

Oxfordshire County Council

Oxford University Hospitals NHS Foundation Trust

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044975

Procurement identifier (OCID): ocds-h6vhtk-056ac0 ([view related notices](#))

Published 31 July 2025, 6:54pm

Scope

Reference

I-4570

Description

The provision of Oxfordshire's Integrated Community Equipment Service (ICES) is a critical service for Oxfordshire County Council, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board, Oxford Health NHS Foundation Trust and Oxford University Hospitals NHS Foundation Trust.

ICES covers the provision, delivery, collection and recycling of a wide range of community equipment. It supports hospital discharges, prevents and reduces hospital admissions and supports people who may be vulnerable to maintain their independence.

Contract 1. Integrated Community Equipment Contract

Supplier

- Millbrook Healthcare Ltd

Contract value

- £45,000,000 excluding VAT
- £54,000,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 August 2025

Contract dates (estimated)

- 2 August 2025 to 31 July 2028
- 2 years, 11 months, 30 days

Main procurement category

Goods

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products

Contract locations

- UKJ14 - Oxfordshire

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

A contract is being awarded in accordance with section 41 of the Procurement Act 2023 ("PA 2023") because of extreme and unavoidable urgency.

Pursuant to the Care Act 2014, the Council has a statutory duty to provide the integrated community equipment and telecare services (the "Services").

The existing provider of integrated community equipment services have notified the Council that they will cease trading on the 31st July 2025 and therefore cease providing the Services to the Council and the Consortium. This was unforeseen and outside of the control of the Council.

This means that it is necessary for the Council (on the behalf of the Consortium) to urgently award a replacement contract to secure continuity of critical statutory Services in Oxfordshire.

This is an exceptional situation where extreme urgency has been brought about by events unforeseeable and not attributable by the Council, making it impossible for the Council to conduct a regulated competitive tendering process within prescribed time limits due to the requirement to secure continuity of critical statutory Services from 31st July 2025.

The Council have considered all options and taken independent advice and have concluded that there is insufficient time and that it is impossible to run a competitive tendering procedure (even on an accelerated basis, or otherwise a call-off from a framework agreement) in time to ensure continuity of the Services with effect from 31st July 2025.

ICES is a very complex service and the market is in a state of flux in response to the financial collapse of one of the leading suppliers. Three years will allow sufficient time for the unplanned transition and stabilisation of the service, commercial shaping of the wider equipment market, subsequent competitive tendering and mobilisation of longer term ICES contract.

A shorter contract would put increased risk on stakeholders and suppliers at a time when they are focussing on establishing, stabilising, and recovering multiple services. There would be significant commercial implications for taxpayers and the public purse, such as capital funding demands and significantly higher overhead / margin recovery from suppliers who need to recoup set up costs on a much shorter timescale.

Supplier

Millbrook Healthcare Ltd

- Public Procurement Organisation Number: PXMQ-4279-NRYQ

Nutsey Lane, Calmore Industrial Es

Southampton

SO40 3XJ

United Kingdom

Email: contracts@millbrookhealthcare.co.uk

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Integrated Community Equipment Contract

Contracting authorities

Oxfordshire County Council

- Public Procurement Organisation Number: PZNW-8281-MHNM

County Hall

Oxford

OX1 1ND

United Kingdom

Contact name: Matthew Clothier

Email: matt.clothier@oxfordshire.gov.uk

Website: <http://www.oxfordshire.gov.uk>

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

Oxford University Hospitals NHS Foundation Trust

- Public Procurement Organisation Number: PMNX-8259-DYLT

Headley Way, Headington,

Oxford

OX3 9DU

United Kingdom

Email: ProcurementandSuppliesQueries@ouh.nhs.uk

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

Contact organisation

Contact Oxfordshire County Council for any enquiries.